



N.C. DIVISION OF
ENVIRONMENTAL ASSISTANCE
AND CUSTOMER SERVICE

Customer service through technical, compliance and financial assistance.

Toll Free: 1-877-623-6748



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DENR Customer Service Survey Results

In 2011, DENR conducted listening sessions and a customer service survey to learn about customers' experiences with the agency and ways the agency can improve future interactions. This spring, a follow up online survey was completed to measure improvements and changes since 2011. The survey focused on customer experiences with DENR and ideas for improvement. DENR has increased its score from a 3.24 in 2011 to a 3.9 out of 5 in 2013 for overall satisfaction. Improvements were seen in every area of customer service. To see more results, please click [here](#) or to view the official press release, click [here](#).

Tip...

What is an easy way to reduce energy cost in your office?

Use fans to maintain comfortable temperature, humidity and air movement, and save energy year round. Fans can help delay or reduce the need for air conditioning, and a temperature setting of only three to five degrees higher can feel as comfortable with fans. Each degree of higher temperature can save about 3 percent on cooling costs.

source:

<http://www.sba.gov/content/tips-energy-efficiency>

In 2011, DENR achieved an overall score of 3.24 out of 5 (5 being the most favorable) in its customer service survey.



Dates to Remember:

the North Carolina Manufacturing Association (formerly MCIC) Environmental, Energy, Health and Safety School is scheduled for Aug. 12-13 in Raleigh. Click [here](#) to learn more.

Register now for an Environmental Stewardship Initiative networking event on Aug. 9 from 2-4 p.m. at the East Carolina University Heart Institute in Greenville, N.C. This event is open to anyone interested in improving your community outreach efforts. To register for this event, click [here](#) for more information contact [Scott Fister](#).

Environmental Assistance Coordinators

The Division of Environmental Assistance and Customer Service's Environmental Assistance Center has staff in DENR's seven regional offices to assist citizens, local governments and businesses throughout the state. The environmental assistance coordinators are a single point of contact to address customer service issues, complaints and information requests. The coordinators aid customers in understanding the regulatory and permitting requirements, guide applicants through the permitting system (i.e., routine or express review), arrange pre-application meetings to outline potential permits, foreseeable obstacles, processes, timelines and expectations, and assist customers in obtaining the answers to their questions. To learn more, click [here](#).



To remove your name from our mailing list or if you have questions or comments please email us at Jamie.Ragan@ncdenr.gov or call 919-707-8141.

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Express Permitting

The Environmental Assistance coordinators act as a liaison between the applicants and the express program staff. The coordinators help the applicants understand the Express permitting requirements, determine if the project can be expressed, organize the required pre-application meetings as well as identify other potential permits that may be needed from other divisions during the pre-application meetings. Through this coordination, the applicant obtains a permit decision and certification in a more timely fashion. The process requires a higher fee to support additional staff for the express review. To learn more, click [here](#).



Duke Progress Energy Assisted by the Environmental Assistance Coordinators

North Carolina power companies are working to switch to cleaner fuels. For Duke Energy Progress, this involved de-commissioning the coal-fired Sutton Steam Plant and building a new natural gas-supplied turbine system in Wilmington. This project involved construction of a new facility on the Duke Energy Progress property, and the routing and construction of a new natural gas supply line from the west. This project required broad scope planning and coordination between DENR's divisions of Energy, Mineral and Land Resources, the division of Water Quality, as well as staff in the Raleigh, Washington, Fayetteville and Wilmington regional offices. Input from the U.S. Army Corps of Engineers and other agencies, including the state Department of Cultural Resources and North Carolina's Natural Heritage Program was accepted. The Environmental Assistance Coordinators worked closely with the consulting firms and Progress Energy to facilitate the initial scoping of the project and ensured that the proper agencies were involved throughout the entire project.

Lyn Hardison takes over State Environmental Policy Act Coordination

Lyn Hardison with Division of Environmental Assistance and Customer Service, or DEACS, has been appointed to take over the State Environmental Policy Act, or SEPA, coordination for the department after Melba McGee's retirement in October 2012. SEPA provides a way to identify possible environmental impacts that may result from governmental decisions. Lyn has been with DENR for 24 years, including 16 years with the N.C. Division of Water Quality and eight years with DEACS as an environmental assistance coordinator in the Washington Regional Office. Lyn will continue to act as the Washington Regional Office's regional environmental assistance coordinator and incorporate the SEPA coordination duties into her daily responsibilities.

DEACS's customer service roles are complementary to incorporating the SEPA responsibilities into Lyn's environmental assistance coordinators duties. Lyn's knowledge, coupled with her experience in working with all the DENR regulatory and resource agencies has made this transitioning of positions the perfect fit. To learn more about SEPA, please click [here](#).